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Part Time Visitor Services Assistant

Position Objective:

Under the supervision of the Visitor Services Manager, the Visitor Services Assistant performs a wide variety of services in support of enhancing the visitor experience at the Museum.

Specific Duties and Responsibilities:

- Assumes the role of Museum representative to enhance the visitor experience, setting a welcoming and friendly tone and image to visitors at the Museum.
- Performs all tasks related to the visitor experience including welcoming, membership sales, ticket sales, property checking, school groups, and information services.
- Provides visitors with directions, information and guidance on Museum exhibitions and programs.
- Administers surveys, handle visitor's complaints and refers issues as appropriate to the Director of Facility Operations or other managers.
- Answers telephone inquiries and process requests for information, RSVP, and registration.
- Assists school groups during arrival and exit, assists Education staff with keeping groups organized, provides escorts as appropriate, organizes program halls for school groups;
- Perform other duties as required to meet the mission of the organization.

Qualifications:

- Experience in customer service and/or sales
- Excellent communication skills
- Comfortable working with large crowds of visitors including children
- Good computer keyboard skills
- Ability to handle money accurately
- Available to work weekends and holidays
- Able to stand for long periods of time